

directs District Office Managers who are responsible for implementation of welfare programs at the local level; analyzes and evaluates program operations; identifies program objectives and develops proposals to improve control and accountability in the assistance payments programs; meets with major staff officials, either individually or in groups, to ascertain the attainment of established program goals and objectives; conducts a variety of public relations functions; assigns responsibility to staff for interpretation of State and Federal regulation; participates in development of legislation; other duties as assigned by the Administrator.

A. CHIEF, ELIGIBILITY AND PAYMENTS

Responsible for developing plans and procedures for implementation of state and federal policies and legislation, which establish eligibility for and provide financial assistance to recipients under the Aid to Dependent Children Program, Food Stamp Program, Medical Assistance to the Aged, Blind and Disabled Program, and Refugee Program. Develops plans, procedures and policies for the intake and payment process. Assists in the development of related policy and recommends changes in procedures and new or amended manual and instructional material for training uses. Establishes controls and accountability systems to assure legality of payments. Maintains records and makes reports. Completes special assignments and research in the areas of eligibility and payments at the direction of the Administrator. Other duties as assigned by the Deputy for Assistance Payments.

1. Eligibility and Payments Specialists

Each specialist has responsibility for one of the E&P programs, including development, implementation and maintenance in conformity with Federal regulations, Nevada law, and Division policy. Specific duties may include on-site field office reviews; program monitoring; the writing and updating of instructional materials to reflect changes in agency policy and procedures; the development and implementation of staff training; the evaluation of reports of E&P activities; the coordination of program activities; consultation, liaison, and the provision of technical assistance to the Division staff and other related local, State and Federal agencies; the seeking of solutions to problems related to E&P programs; the maintenance of E&P automated informational and reporting systems; participation in the preparation of legislation and budget. Other duties as assigned by the Chief of Eligibility and Payments.

B. DISTRICT OFFICE MANAGER

Responsible for administrative direction of welfare programs (except support enforcement) in the district office, including interpretation, consultation and training. Supervises professional subordinate supervisors involved in public assistance and child welfare casework and related activities. Insures adherence to agency policies, procedures, standards, rules and regulations. Evaluates the performance of subordinate supervisory staff and the effectiveness of programs assigned

TN# 86-7
SUPERCEDES TN# 85-8

APPROVAL DATE MRK 8 1986

EFFECTIVE DATE 1/1/86

to them. Carries out a continuous staff development program promulgated at the state office level and participates in the program development and policy formulation indicated by continuing review. Engages in community planning, presents and explains welfare policies to the public and to private groups and organizations and cooperates with them in providing effective welfare services to eligible clients. Develops necessary controls in compliance with agency policies and applicable statutes. Selects and maintains adequate and qualified personnel. Analyzes needs for staff, office space, equipment and supplies, compatible with agency services and in accordance with Division budget administration. Other duties as assigned by the Deputies.

105.7 CHIEF, FINANCIAL PROGRAM SERVICES

Under administrative direction, is responsible for the management of fiscal and financial programs for the Welfare Division to include: Budget development and maintenance; fiscal intermediary analysis, audit and appeals; provider reimbursement and compliance; and program assurance which includes quality control, internal audit, welfare fraud investigation and administrative hearings functions; and performs related work as required.

A. PROGRAM ASSURANCE OFFICER

Responsible for Internal Audit, Hearings, Investigations and Quality Control. Provides management information on functioning of programs as gathered through Program Assurance functions. Makes recommendations for corrective actions when problem/potential problem areas of policy or procedure are identified through the Hearing, Quality Control, Investigations or Audit processes, or reviews of state or federal laws or regulations. Develops and updates policy and procedures for Program Assurance functions. Coordinates State Plans of Operation. Coordinates Civil Rights (Section 504) non-discrimination requirements. Special assignments and/or research as directed. Participate in formulation of budget and legislation pertaining to Program Assurance functions.

B. CHIEF, QUALITY CONTROL

Responsible for the continuous and systematic reviews of sample cases in ADC, Medicaid and Food Stamp Programs to determine correctness of case actions. Determines if the percentage of ineligible recipients and incorrect payments remain within established federal tolerance levels. Identifies significant sources of both agency and client error, analyzes results of a review period and recommends corrective action. Compiles monthly and biannual reports to the Federal Regional Office. Compiles internal monthly reports of QC findings. Consults with staff on eligibility policy problems. Conducts special reviews.

C. INTERNAL AUDITOR

Coordinates audits of internal records and programs, and external facilities which provide services on behalf of the Division through contracts or agreements. Responsible for administrative, policy,

financial, medical services, program and client audits. Develops audit plans. Makes reports on audit findings. Recommends corrective action. Conducts special reviews/audits. Prepares reports of audit activity.

D. VERIFICATION OFFICER

Responsible for investigative activities in the ADC, Food Stamp and Medicaid programs. (Includes Welfare Fraud Investigators, Special Investigative Unit (SIU), and Medicaid Investigators.) Coordinates prevention, detection, investigation and prosecution of recipients and providers committing fraud and abuse in Welfare Division programs. Responsible for maintaining current knowledge of NRS and federal statutes and regulations dealing with investigative activities. Develops and maintains liaison with law enforcement agencies, District Attorneys and Deputy Attorneys General. Prepares reports of investigations activities for Federal and internal purposes.

E. HEARING OFFICER

Responsible for scheduling and holding hearings in the ADC, Food Stamp, Social Services and Medicaid programs. Summarizes and makes recommendations to the Hearing Authority on the disposition of hearings. Maintains hearing records and prepare reports of hearing activity. Responsible for maintaining knowledge of policies in all programs for application in making hearing recommendations.

105.8 CHIEF, NEVADA MEDICAID PROGRAM

Responsible for directing and supervising staff in developing and implementing a medical care program for the medically indigent as prescribed by Title XIX (Medicaid) of the Social Security Act and Nevada Revised Statutes. Determines amount, duration and scope of medical services within budgetary and state plan limits, taking into consideration the recommendations of professional persons and groups. Maintains constant fiscal controls over budget funds. Establishes rates of payments, with review and comment by provider groups. Rates are subject to approval by the Welfare Administrator and Welfare Board. Researches, develops and evaluates alternative methods for purchasing medical services, e.g., bulk purchase, per capita rates, prospective payment rates. Responsible for institutional utilization control/review programs, fraud and abuse investigations, utilization control programs for all medical services, provider contracts, third party liability collections, health facility audits, claims processing through the fiscal agent, civil rights compliance required by Section 504. Coordinates with other Welfare Division programs. Develops Medicaid budget in cooperation with Management Services. Other duties as assigned.

A. FISCAL AGENT - BLUE CROSS/BLUE SHIELD OF NEVADA

Under a state/federally approved contract, performs the following functions as fiscal agent: claims processing; provider services/relations; third party liability (cost avoidance, recovery, subrogation) collection programs; and cost reimbursement audits.

B. ASSISTANT CHIEF NEVADA MEDICAID

Functions as an operations officer through supervision of most Medicaid staff. Coordinates work activities between Medicaid programs and staff. Assists in development and management of Medicaid budget. Monitors ongoing operations of the Medicaid program and develops corrective action where necessary. Also responsibility for the writing and coordination of policy issuances: State Plan under Title XIX, Medicaid Services Manual (twenty chapters) and Medicaid Operations Manual (six chapters). Responds to general inquiries and surveys received from national groups and other states. Assists with development of rates and establishment of amount, duration and scope of Medicaid coverage.

C. PHARMACEUTICAL CONSULTANT

Responsible for planning, development and implementation of pharmaceutical policy and related aspects of the Nevada Medicaid program. Develops program controls to promote efficiency and economy and to prevent overutilization. Has primary responsibility for authorizing payment for restricted services involving pharmacy or pharmaceutical services. Monitors and evaluates the activities and performance of pharmaceutical consultants to all long-term-care facilities in Nevada. Participates in Medical Review Team activity when needed.

D. MEDICAL REVIEW TEAM

The Medical Review Team conducts at least annual reviews in all long-term-care facilities. The team is composed of at least one member who is a physician or registered nurse and other appropriate health and social services personnel. The inspection team must include personal contact with and observation of each Medicaid recipient and review of his/her medical record.

The team determines whether services available in the facility are adequate to meet the health, rehabilitative and social needs of each recipient and promote his maximum physical, mental and psychosocial function.

The team also determines the continued need of placement in a facility and analyzes alternative methods of care for recipients.

E. MEDICAL SERVICES SPECIALISTS

Medical Services Specialists are responsible for development, implementation and evaluation of medical service programs in conformity with Federal regulation, state law and Division policy.

They are responsible for providing consultative and advisory services to policy-setting officials, as well as providers of medical care and services. Specific duties include the design, development and coordination of Medicaid's inpatient hospital, long-term care, home health

TN# 86-7

APPROVAL DATE APR 8 1986

EFFECTIVE DATE 1/1/86

SUPERCEDES TN# 85-8

care, dental, durable medical equipment, family planning, transportation, primary care case management programs, and reporting and informational systems.

Medical Service Specialists are responsible for all contracts with Medicaid providers, facility payment rates, claims adjudication, performance of the fiscal agent, facility civil rights compliance and patient advocacy. They offer liaison, assistance and consultation to staff of the Division, the Department, medical providers, Medical Care Advisory Groups, State and local governmental agencies. Participate in the preparation of the Medicaid budget and legislation.

105.9 CHIEF, MANAGEMENT SERVICES

Responsible for developing standards for and assisting in the formulation of administrative policies related to management analysis, accounting data processing, procurement, and research and statistics programs. Develops and installs plans for improvements in administrative practices and procedures within the state and area offices. Evaluates their effectiveness and provides consultation. Supervises and coordinates the work of divisional units engaged in administrative services, personnel and training, data processing, accounting and finance, and research and statistics. Recommends new or amended legislation, rules and regulations. Supervises the functions of the Finance unit, the Management Analysis unit, the Contract Services unit, and the Personnel and Training unit.

A. CHIEF OF FINANCE AND ACCOUNTING

Responsible for administration accounting, maintaining ledgers, accounting documents and reports. Responsible for maintaining proper audit evidence for all expenditures of federal and state funds that were made in accordance with existing laws and regulations that govern them. Ensures all work programs are current. Administers the current budget. Responsible for preparing the payroll, vouchers, administration claims and maintains travel and operating ledgers. Responsible for program accounting, program payrolls, monthly program costs, caseload reports, warrant cancellation and refund lists. Maintains all trust accounts and ledger. Coordinates agency accounting and budget activities with other governmental agencies involved in fiscal work. Makes all payments in both the areas of administration and assistance and mails all warrants. Responsible for child support program accounting and proper distribution of all assigned support collection received by the agency. Responsible for Property Inventory and record retention. Other duties as assigned.

B. MANAGEMENT ANALYSIS, ANALYSTS

Responsible for conducting surveys of organizational methods and procedures, and for making studies of a general management or administrative nature. Studies various phases of divisional operations, including: organization, functions, policies, work flow, work coordi-

nation, office layout, communications, procedures/methods/systems and forms. Investigates operations with reference to organization and budgetary requirements. Prepares parts of the Division's budget and defends the need for the request. Studies and evaluates Division requirements for new equipment. Coordinates Division data processing requirements to include systems design. Prepares reports and recommendations based on findings. Meets with operating officials, discusses problems involved in their operations, and assists them in the installation of new procedures/methods/systems and equipment. Other duties as assigned.

C. CHIEF, CONTRACT SERVICES AND OFFICE SERVICES

Requests proposals for Social Services Block Grant. Arranges purchase of social services from existing public or private agencies; negotiates the terms of the contract; formulates the terms of the contract into a written document; provides consultation to provider agencies; monitors and evaluates contracts; renegotiates contracts; develops and maintains the "Purchase of Service" manual; provides overall interpretation and application of guidelines relating to purchase of service; develops regulations pertaining to the administration of the program; develops monitoring and evaluation systems and procedures. Develops, coordinates, publishes and submits the State Plan Block Grant.

Responsible for the Division's printing, office supplies, Central Office mail services and word processing services. Establishes controls, designs the format for and prints forms, manuals, Central Office memos, and other publications within the Division. (Note: Content of all forms, manuals, memos, etc., is determined by the responsible staff element.)

1. Research and Statistics is responsible for preparing and analyzing regularly required statistical reports. Prepares evaluations and interpretations of operating data in which work is standardized as to procedure, form and content. Works on research projects as assigned. Other duties as assigned.

D. PERSONNEL OFFICER

Responsible for all Welfare, Health and Aging Services personnel and training activities. Supervises the Personnel Unit and Training Officer. Processes payroll, leave, insurance, employee evaluations and all other forms relating to the personnel function. Responsible for delegated recruitment, examining, selection and classifications of Welfare, Health and Aging employees. Conducts reclassification studies. Confers with management on staffing requirements and manpower planning. Assists Administrator in preparing for grievances, appeals and hearings. Consults and advises staff on all personnel problems. Responsible for maintaining compliance with Title VI, OSHA

NEVADA STATE WELFARE DIVISION
Section 105.9

ADMINISTRATIVE MANUAL
MTL 13/85 6 Sep 85
Attachment 1.2-A
Page 28

and Affirmative Action requirements. Maintains record system on all employees, position histories, and personnel reports. Responsible for Personnel and Training section of the Welfare Administrative Manual. Other duties as assigned.

1. TRAINING OFFICER

Responsible for staff development programs for all Division personnel. Plans and conducts meetings and workshops. Analyzes training needs and arranges for appropriate continuous training. Interprets training policies, rules and regulations governing welfare programs. Develops educational leave policy and training material. Responsible for the Staff Development section of the Welfare Administrative Manual. Coordinates the Training Committee activities. Acts as Hearing Officer for the northern half of the state. Other duties as assigned.

TN# 86-7 APPROVAL DATE APR 8 1985 EFFECTIVE DATE 4/1/86
SUPERCEDES TN# 85-8